

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Service User Network (SUN) Specialist Clinician and Service Manager
<b>BAND:</b>	7
<b>DEPARTMENT:</b>	Complex Needs Service
<b>DIRECTORATE:</b>	Bedfordshire and Luton
<b>REPORTING TO:</b>	Medical Psychotherapist, Complex Needs Service – for clinical supervision of SUN groups; Consultant Clinical Psychologist, Complex Needs Service – for managerial supervision and support –; Operational Manager, Mind-BLMK – for line management and day to day leadership.
<b>ACCOUNTABLE TO:</b>	Consultant Clinical Psychologist, Complex Needs Service Operational Manager, Mind-BLMK

**JOB SUMMARY**

This post provides the opportunity for the further development of leadership skills through shaping and coordinating a new service offer within Bedfordshire and Luton – a Service User Network (SUN). The SUN is a collaboration between Mind-BLMK and the East London Foundation Trust (ELFT) Bedfordshire and Luton Complex Needs Service. It is an open access model of community-based facilitated group peer support for people experiencing complex emotional needs associated with complex trauma and/or a diagnosis of ‘personality disorder’, which will be operationally managed within Mind-BLMK. The SUN team will include a Service Manager (this post) and Clinical SUN Facilitators employed by ELFT, as well as Lived Experience SUN Facilitators employed by Mind-BLMK. The SUN model is based on coping process modification, therapeutic community ethos and culture, and psychoanalytic principles. Full training in the SUN model, and weekly supervision by a Psychotherapist/Psychologist, will be provided for all team members.

The post-holder will be responsible for the safe and effective daily operational management of the SUN service, as well as the implementation of ongoing co-produced SUN service developments. SUN groups are inclusive and will be accessible to anyone with complex emotional needs associated with complex trauma and/or a diagnosis of ‘personality disorder’, whether or not they are using other mental health services. They will provide a structured, containing and supportive group environment that people can access up to five days a week, and will be delivered online and/or in person in different geographical locations across Bedfordshire and Luton. This service will form an important part of the Beds and Luton Complex Emotional Needs (CEN) offer spanning primary and secondary care. The post-holder will manage referrals and the development and provision of SUN groups, ensuring that each is co-facilitated by a Lived Experience Facilitator and a Clinical Facilitator whenever possible. In addition to the day to day leadership of the team, the post-holder will be required to contribute to the co-facilitation of SUN groups as a Clinical Facilitator and to participate in the weekly clinical supervision provided by the Complex Needs Service. The post-holder will also work with SUN members to agree ways of capturing outputs of co-production processes, the experiences of participating in co-production processes, and outcomes of co-production in line with commissioner requirements and Trust objectives.

The post holder will be based at Mind-BLMK premises in Luton, and will be required to travel to sites across Bedford, Central Bedfordshire and Luton when necessary for the delivery of SUN groups.

**KEY RESPONSIBILITIES**

As a key member of a new team of Clinical and Lived Experience SUN facilitators, the post holder will be responsible for developing, delivering and contributing to a SUN service across Bedford, Central Bedfordshire and Luton. These responsibilities include:

1. Taking a lead role in shaping, co-ordinating, organising, managing and ensuring the effective delivery of the programme of groups across Bedfordshire and Luton.



2. Providing effective leadership in all aspects of service planning and delivery in liaison with the Mind-BLMK Operational Manager & administration staff and under supervision of the Complex Needs Service Consultant Psychologist and Medical Psychotherapist.
3. Building relationships and links with other community-based services (e.g. primary care, community mental health, Recovery College), teams and voluntary sector providers to create awareness of the SUN and to promote early access for those with complex emotional needs likely to be associated with traits and/or a diagnosis of 'personality disorder'.
4. Managing self-referrals from adults (18 +) with complex emotional needs who wish to access SUN.
5. Using clinical expertise and specialist training in the SUN model to co-facilitate SUN groups with Lived Experience Group Facilitators, leading on safety plans and risk management.
6. Ensuring the collaborative development of safety plans with people participating in the SUN groups in accordance with the service protocols.
7. Working closely with colleagues in community mental health services to promote smooth transitions between teams and services, facilitating an 'easy in, easy out' approach to improve access to evidence-based interventions.
8. Providing day-to-day management of both Clinical and Lived Experience SUN Group Facilitators.
9. Providing monthly managerial supervision to Clinical SUN Facilitators, and bi-monthly joint managerial supervision of Lived Experience Facilitators as agreed and appropriate.
10. Assisting in the planning of the service and development of the SUN model.
11. Leading on the recruitment and training of staff within the service, when required, to ensure that best practice standards are met.
12. Working with the Mind-BLMK Operational Manager to support the management of human resources, whilst simultaneously ensuring that the Trust targets for recruitment, retention, sickness levels, supervision and appraisals are met for Trust employees.
13. Working with service users to co-produce key elements of the operational arrangements of the service, before and during service deployment.
14. Working with senior colleagues to finalise the service operational procedures ensuring that these meet the Trust's clinical requirements and are commensurate with the Trust's Management and Human Resources policies.
15. Working with the Mind-BLMK Operational Manager to ensure that the physical environment is conducive to the delivery of high quality care by ensuring that there are clear systems for providing services in safe and secure environments (including InPhase), arranging for replacement and/or repair of equipment and furnishings, and liaising with relevant organisations in satellite bases to ensure a clean, safe and secure environment.
16. Identifying day-to-day risks and mitigating actions which will be key to risk management within the service and inform how the service operates.
17. Maintaining systems and processes for the effective operation of the team, including audits in relation to effectiveness and quality and the development and monitoring of associated action plans.

18. Maintaining a high standard of clinical record keeping that meets both the Trust's and Mind-BLMK record keeping requirements.
19. Taking responsibility for collecting relevant data on work activities, and inputting data onto the relevant databases as required.
20. Leading on the evaluation of SUN service with support from the Complex Needs Service Consultant Psychologist and the Mind-BLMK Operational Manager.
21. Maintaining a high standard of care in all areas of practice in accordance with the relevant professional Code of Conduct and guidelines.

**MAIN DUTIES AND RESPONSIBILITIES**

Clinical	<ul style="list-style-type: none"> <li>• To be responsible for developing and maintaining knowledge of local resources in order to support service users' recovery and reintegration into the community.</li> <li>• To promote positive attitudes towards people with complex emotional needs, developing mutual understanding and effective collaborative working relationships with primary care providers, mental health services and Voluntary, Community and Social Enterprise (VCSE) sector organisations.</li> <li>• To provide a prompt response to requests for information and advice from prospective service users and colleagues working in other services, teams and VCSE organisations, in line with agreed response times.</li> <li>• To manage self-referrals from adults (18 +) with complex emotional needs associated with a history of complex trauma who are likely to have traits or a diagnosis of 'personality disorder.'</li> <li>• To be responsible for safely co-facilitating peer support groups for people with complex emotional needs associated with traits/diagnosis of 'personality disorder' with Lived Experience Facilitators, drawing upon the SUN model which is based on coping process modification, therapeutic community ethos and culture, and psychoanalytic principles.</li> <li>• To take a lead on collaboratively undertaking risk assessments and co-producing safety plans with service users, Lived Experience Co-facilitators and other members of the peer support group.</li> <li>• To use highly developed communication skills to communicate with team members, service users and colleagues from other services and organisations in a skilled, sensitive, trauma-informed and appropriate manner.</li> <li>• To exercise autonomous professional responsibility, ensuring timely and effective communication with service users, professionals, and colleagues.</li> <li>• To organise, plan and prioritise own workload.</li> <li>• To take a lead on ensuring that the SUN service remains accessible and responsive to those services users with complex emotional needs who wish to use it.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To provide specialist advice, consultation, liaison, supervision and training to colleagues, teams, professionals, and partnership agencies working with service users with 'personality disorder' as requested and appropriate.</li> <li>• To be mindful of the needs of service users from a wide range of racial, cultural, sexual, religious and social backgrounds and to work with colleagues and the SUN membership to ensure equal opportunities and to develop innovative ways of addressing health inequalities.</li> <li>• To promote the SUN model and the effective use of team clinical supervision and reflective practice.</li> <li>• To take a lead role in supporting the Lived Experience Facilitators to reflect on the clinical work.</li> <li>• To contain and appropriately respond to emotional distress within the team and utilize the appropriate support structures to reflect on the complexity of the service.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• To support the admin staff with day-to-day queries on emails from SUN members in line with the SUN model.</li> <li>• To utilise advanced keyboard skills in the maintenance of computerised records, taking minutes of business meetings, preparation of letters and reports, and for inputting data on work activities.</li> <li>• To ensure that minutes of group support meetings are accurately entered onto the electronic record system in a timely manner, in accordance with the SUN service operational policy and procedures.</li> <li>• To maintain the highest standards of clinical record keeping, report writing and responsible self-governance in accordance with legislations, professional guidelines, service protocols and Trust policies and procedures. This includes: maintaining accurate and contemporaneous records of all activity, monitoring outcomes and service user experiences, and completing written reports within agreed time frames.</li> <li>• To produce reports, presentations, and documents using Word, PowerPoint, statistical packages, Access, and Excel as agreed and where relevant.</li> <li>• To contribute to the development of appropriate web-based information sites and materials for the SUN service as agreed with Mind-BLMK Operational Manager and the Complex Needs Service Consultant Psychologist.</li> </ul>
Management	<ul style="list-style-type: none"> <li>• To maintain effective functioning of the service by completing management and leadership tasks as required.</li> <li>• To lead on the organization and delivery of the SUN group programme, working with the Mind-BLMK Operational Manager and the Complex Needs Service Consultant Psychologist, as appropriate,</li> </ul>

	<p>to develop and implement risk management processes and procedures.</p> <ul style="list-style-type: none"> <li>• To contribute to the development of the SUN service standard operating procedure, accepting delegated management tasks.</li> <li>• To complete ongoing service risk assessments and take the lead in implementing risk mitigation strategies to ensure the continuous and effective delivery of the SUN groups.</li> <li>• To provide monthly supervision to Band 6 Clinical SUN Facilitators, and bi-monthly joint supervision to Lived Experience SUN Facilitators.</li> <li>• To take responsibility for ensuring that weekly Business meetings and actions/outcomes are documented.</li> <li>• To implement activity and outcome measurement in liaison with the Mind-BLMK Operational Manager and the Complex Needs Service Consultant Psychologist, ensuring the timely provision of outcome (and other KPI data) as agreed with the Mind-BLMK Operational Manager.</li> <li>• To provide senior cover to the SUN team when the Operation Manager is on leave.</li> </ul>
<p>Human Resources</p>	<ul style="list-style-type: none"> <li>• To ensure professional practice and clinical and quality standards are maintained by complying with those set by regulatory bodies (e.g. HCPC/NMC), professional bodies, the employer, NHS England and the National Institute for Health and Care Excellence.</li> <li>• To maintain and develop a level of professional knowledge, skills and expertise that ensures the highest standards of practice and is responsive to changing care needs.</li> <li>• To act at all times according to professional standards and to seek advice and supervision from line manager/supervisor where needed.</li> <li>• To take responsibility for undertaking all mandatory training required by the Trust within the expected time frame.</li> <li>• To maintain own knowledge and skills in accordance with professional regulatory requirements.</li> <li>• To participate in, and contribute to, SUN training and development programmes to ensure the maintenance and dissemination of the highest professional standards of practice.</li> <li>• To develop own knowledge and skills, as well as the knowledge and skills of team members, in group dynamics and facilitation of peer support groups.</li> <li>• To participate in weekly clinical supervision in accordance with the SUN model, and professional supervision according to professional supervision requirements.</li> <li>• To receive monthly management supervision provided by the</li> </ul>

	<p>Complex Needs Service, in accordance with Trust policies.</p> <ul style="list-style-type: none"> <li>• To participate in the Trust appraisal processes and individual performance review, demonstrating a commitment to responding to identified training needs and to participating in continuing professional development as agreed with Mind-BLMK Operational Manager/Complex Needs Service Consultant Psychologist.</li> <li>• To provide professional and/or clinical supervision as agreed and appropriate.</li> <li>• To ensure that any supervisees/direct reports have SMART objectives and Personal Development Plans, which are in line with both the Mind-BLMK's and the Trust's Key Objectives, Priorities and Values.</li> <li>• To complete annual appraisals with supervisees to facilitate staff development and performance.</li> <li>• To share learning outcomes with colleagues in order to contribute to the professional development of other staff members.</li> <li>• To contribute to the development and delivery of education and training to facilitate the effective delivery of SUN groups.</li> <li>• To contribute to the development of the workforce across the CEN offer within Bedfordshire and Luton through the delivery of co-produced training aimed at supporting the recovery of people with complex emotional needs, as requested and appropriate.</li> <li>• To provide a suitable learning environment for nursing and other students on placement, undertaking the roles of supervisor or mentor for students on designated undergraduate, postgraduate courses and post experience courses where appropriate.</li> <li>• To support the recruitment and training of staff within the SUN service when required.</li> <li>• To address all employee relations issues in accordance with Trust policies and current regulation.</li> </ul>
<p>Performance and Quality</p>	<ul style="list-style-type: none"> <li>• To contribute to the provision of a safe, high quality and effective service by operating in accordance with legislation, national and local directives and clinical practice guidelines, the Trust's policies and procedures, and the service's operational policy.</li> <li>• To utilise training and clinical supervision to support adherent delivery of the SUN model by self and other team members.</li> <li>• To contribute toward the evaluation, monitoring and co-production of the service's operational policies.</li> <li>• To undertake appropriate audit, research and quality improvement projects in collaboration with service users and colleagues to develop and improve the SUN service provision.</li> </ul>

	<ul style="list-style-type: none"> <li>To lead on and participate in the formal evaluation of the SUN service in liaison with the Complex Needs Service Consultant Psychologist and the Mind-BLMK Operational Manager.</li> <li>To maintain awareness of current research and developments within own area of specialist practice, demonstrating a commitment to evidence-based practice.</li> <li>To complete all requirements relating to data collection, collation and dissemination within the SUN service and as required by the Trust and Mind-BLMK.</li> </ul>
Financial and Physical Resources	<ul style="list-style-type: none"> <li>To be responsible for the appropriate and safe use of equipment and resources within the workplace</li> <li>To complete expense claim forms in accordance with Trust policy.</li> <li>To support the Head of the Complex Needs Service and Operational Manager of Mind-BLMK to authorise financial payments and achieve financial balance in the SUN service, making the best use of financial resources to achieve positive clinical outcomes for service users.</li> </ul>

**JOB DESCRIPTION AGREEMENT**

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

**Statement on Employment Policies**

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.  For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
<b>Dealing With Harassment/ Bullying In The Workplace</b>	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.  The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve



	<p>complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Quality Improvement</b>	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
<b>Risk Management</b>	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable

	all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>



*We care*

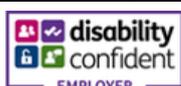
*We respect*

*We are inclusive*

**PERSON SPECIFICATION**

<b>JOB TITLE:</b>	<b>Service User Network (SUN) Specialist Clinician and Service Manager</b>
<b>BAND:</b>	<b>7</b>
<b>DEPARTMENT:</b>	<b>Complex Needs Service</b>
<b>DIRECTORATE:</b>	<b>Bedfordshire and Luton</b>
<b>REPORTING TO:</b>	<b>Medical Psychotherapist, Complex Needs Service – for supervision of SUN groups; Consultant Clinical Psychologist, Complex Needs Service – managerial supervision and support; Operational Manager, Mind-BLMK – for day to day leadership line management.</b>
<b>ACCOUNTABLE TO:</b>	<b>Consultant Clinical Psychologist, Complex Needs Service Operational Manager, Mind-BLMK</b>

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>Professional Qualification in Mental Health Nursing, Occupational Therapy, or Social Work at degree level</li> <li>Current NMC/HPCP/SWE registration</li> <li>Evidence of post-registration continuing professional development, qualifications or equivalent experience in working with people with complex emotional needs.</li> <li>Completion of supervisors training</li> <li>Completion of further training or equivalent experience in group facilitation.</li> </ul>	<ul style="list-style-type: none"> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Desirable</li> <li>Desirable</li> </ul>	<ul style="list-style-type: none"> <li>S</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of providing a range of evidence-based interventions for people with a variety of mental health problems and serious mental illness in a community mental health setting.</li> <li>Experience of working effectively with people with a diagnosis of personality disorder or traits of this that interfere with daily functioning.</li> <li>Experience of risk assessment and management of people with a diagnosis or traits of 'emotionally unstable/borderline personality disorder'.</li> <li>Experience of facilitating groups within a mental health setting.</li> <li>Experience of leading and managing a team or a project.</li> </ul>	<ul style="list-style-type: none"> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> <li>Essential</li> </ul>	<ul style="list-style-type: none"> <li>S/I</li> </ul>



	<ul style="list-style-type: none"> <li>• Experience of service development, quality improvement and bringing innovation and new ideas to practice.</li> <li>• Experience of organizing aspects of service delivery e.g. planning groups or clinics.</li> <li>• Experience of chairing team meetings and leading on team projects.</li> <li>• Experience of working within the NHS with service users and external stake holders in a co-produced way.</li> <li>• Experience of management and clinical supervision of mental health practitioners, including annual appraisal.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> </ul>	
<p><b>Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of NICE guidelines for management and treatment of ‘personality disorder’; awareness of relevant research and its implications for clinical practice.</li> <li>• Knowledge and understanding of legislation and its implications for both clinical practice and professional management in relation to the welfare of adults with mental health difficulties and a diagnosis of ‘personality disorder’ and their friends/families (including children).</li> <li>• Ability to apply an understanding of diversity, difference and rights to interactions with people with complex emotional needs associated with a diagnosis of ‘personality disorder.’</li> <li>• Knowledge of, and ability to, operate within professional and ethical guidelines.</li> <li>• Knowledge of, and ability to work with, issues of confidentiality and consent.</li> <li>• Knowledge of, and ability to assess, mental capacity.</li> <li>• Ability to work collaboratively and flexibly as a team member to provide services across Bedfordshire and Luton.</li> <li>• Ability to undertake a dynamic risk assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> </ul>	<ul style="list-style-type: none"> <li>• I</li> <li>• S/I</li> <li>• S/I</li> <li>• I</li> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> <li>• I</li> </ul>

	<p>and develop an effective safety plan in collaboration with service users.</p> <ul style="list-style-type: none"> <li>• Advanced knowledge and understanding of risk management practice with service users who have a diagnosis of “personality disorder”.</li> <li>• Excellent communication and interpersonal skills both verbal and written.</li> <li>• Ability to deal with highly stressful situations arising with service users in a group setting.</li> <li>• Ability to empathise in a complex, sensitive or emotional environment.</li> <li>• Sensitivity to and ability to deal with hostility and antagonism in a constructive manner demonstrating excellent conflict resolution, negotiation and facilitation skills.</li> <li>• Ability to sensitively and effectively communicate complex and highly sensitive information.</li> <li>• Ability to effectively manage endings and service transitions which may evoke strong emotions and reactions for service users.</li> <li>• Ability to recognise own limits and seek appropriate support and supervision.</li> <li>• Ability to organise own workload effectively, prioritising a complex range of tasks and responsibilities to meet agreed deadlines.</li> <li>• Good IT skills and sound understanding of Word, PowerPoint, Access, and Excel.</li> <li>• Excellent organisational skills.</li> <li>• Demonstrable skills in clinical outcome evaluation, audit, research and/or clinical governance.</li> <li>• Ability to work in co-produced way with stakeholders to plan, implement and evaluate outcomes and service developments.</li> </ul>	<ul style="list-style-type: none"> <li>• Desirable</li> <li>• Essential</li> </ul>	<ul style="list-style-type: none"> <li>• I</li> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> <li>• S</li> <li>• S</li> <li>• S/I</li> </ul>
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	<ul style="list-style-type: none"> <li>Ability to review and analyse complex data and to work in co-produced way with group members and stakeholders to identify areas for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Desirable</li> </ul>	<ul style="list-style-type: none"> <li>S/I</li> </ul>
Other	<ul style="list-style-type: none"> <li>Non-judgmental, curious stance toward self, colleagues and service users</li> <li>Warm, empathic and able to build constructive and collaborative relationships with service users and colleagues, demonstrating a containing, inclusive style of leadership.</li> <li>Able to adopt a respectful, culturally sensitive approach to service users, families, carers, colleagues and other professionals.</li> <li>Self-motivated, and able to work independently and as part of a team.</li> <li>Motivated to enable others to actively participate in identification and achievement of objectives.</li> <li>Able to remain calm under pressure, motivate others, and be flexible and adaptable to change.</li> <li>Emotionally resilient and able to sensitively and effectively cope with stressful situations including staff and /or organisational challenges, child abuse, family breakdown, serious mental ill health, verbal abuse and hostility/aggression.</li> <li>Able to endure prolonged periods of concentration for group peer support group sessions.</li> <li>Able to collaboratively engage service users, developing team spirit, inclusivity and respect for each other.</li> <li>Able to tolerate and regulate own anxiety and frustration when working autonomously.</li> <li>Able to support others to tolerate and manage their anxiety and frustration.</li> <li>Capable of reflective practice, and able to enable other teams/individuals to engage in reflective practice.</li> <li>Able to work within Professional guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Essential</li> </ul>	<ul style="list-style-type: none"> <li>I</li> <li>I</li> <li>S/I</li> </ul>



	<ul style="list-style-type: none"> <li>• Full understanding of, and commitment to, Equal Opportunities</li> <li>• Commitment to practicing in accordance with the Code of Conduct as outlined by the relevant professional or accreditation body.</li> <li>• Willingness and ability to travel between sites across Bedford, Central Bedfordshire, Luton.</li> <li>• Driving license and access to a vehicle insured for business use.</li> </ul>	<ul style="list-style-type: none"> <li>• Essential</li> <li>• Essential</li> <li>• Essential</li> <li>• Desirable</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> </ul>
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S: Shortlisting I: Interview T: Test



We care

We respect

We are inclusive